



Global Proficiency's NewsChek

Issue 6, September 2020

VeriTest® Food Micro

The VeriTest® Food Microbiology Proficiency Programme is designed for laboratories routinely testing food products and related materials.

A matrix is not included so laboratories from a wide range of food manufacturing and processors can participate.

We offer the following range of tests and are open to further suggestions;

- Aerobic Plate Count–30 & 35°C
- Total coliforms and *Escherichia coli*
- Faecal coliforms
- *Bacillus cereus*
- *Clostridium perfringens*
- Coagulase Pos. Staphylococci
- Yeast and Moulds
- Enterobacteriaceae
- Enterococci

The programme is offered 6 times per year (even months); multiple technicians can participate allowing ongoing monitoring of performance across large teams.

If you are interested in any further details or have suggestions for additional tests please contact us on: mwpf@global-proficiency.com

UHT Milk QCM

UHT Milk Quality Control Materials (QCMs) are supplied with a Data Summary Sheet of assigned values obtained from a VeriTest® UHT Products ILCP round. The values provided are the median results after statistical outlier exclusions. The tests included on the summary are as follows:

- Fat (%m/m)
- Protein (%m/m)
- Total Solids (%m/m)
- Titratable Acidity (°T)

If there is demand, we can also provide values for the Titratable Acidity (% lactic acid) test.

To view or order available QCMs, please visit our website at www.global-proficiency.com/rms-and-qcms or email sales@global-proficiency.com

New LabQCPak

We would like to introduce our newest service offering **LabQCPak**. It is a comprehensive service for the sourcing, packing and distribution of tailored samples for laboratory use. Each stage of the process is fully customisable to produce a high-quality product to meet your company requirements.

For more information, view our website [here!](#)

To discuss your needs, contact us at enquiries@global-proficiency.com

New Training Video

We have recently created a new training video about **basic statistics**, check it out [here!](#)

Upcoming Rounds

Round 9

- Meat, Water, Pathogens, Food (RLP)
- NurtureChek
- MilkChek
- BeverageChek (Fruit Juice)
- Water Chemistry (Effluent)
- VeriTest Milk
- DairyChek
- SoilChek
- BactoChek
- VeriTest UHT Products
- VeriCal

Shipping Packaging for Micro samples

Mentioned in our last newsletter we have a range of specialised shipping packaging available. When we provide a quote to a customer, we would normally recommend the packaging to use based on the samples in the order. Each month will feature one of these specialised packaging types, and this month we will start with the **Ultra-Freeze Plus**.

The manufacturer adapted their UltraFreeze product to meet Global Proficiency's unique requirements. It is designed to keep freeze-dried vials frozen for at least 9 days, and is certified for Packing Instructions 620 (UN2814) and 650 (UN3373) under the IATA (International Air Transport Association) Dangerous Goods Regulations.

This means our products are frozen at all times and do not require chilling during transit or complex customs clearance procedures. This packaging can transport up to 60 micro vials at once, so to optimise the space available we recommend combining with other orders such as PT scheme or Quality Control Materials samples.

Conditions: Below 0°C for up to 9 days (internally verified)

Uses: Freeze dried micro vials



Meet The Team

Sarah Giannoulidis joined Global Proficiency in 2006 and looks after the Australian operations of the business. Having a background in Business and Marketing provides her with a solid understanding of the day to day operational activities, while relishing the close interaction with customers.

She loves spending time with family, her 2 fur babies (Cinder and Cleo) and travelling, and hopes to get out again after the pandemic. In the meantime, movies, long walks and learning the art of baking bread has filled her down time days.



VP Plus Functions

The 2020 survey responses showed only **52% of customers are accessing information in VP Plus**.

We encourage laboratories with logins to use VP Plus as their primary source of information.

To do so, login to VP Plus and click on the 'DOWNLOAD FILES' tab.

From this page the following PDF files are available for download:

- Newsletters
- Programme Guides
- Programme Statistics & Reporting Guides
- Method Lists
- Participant Instructions
- General Information
- Training Guides
- Data Entry Templates

All of the above documents will be the most up-to-date.

For further information, feel free to contact the relevant programme leader or enquiries@global-proficiency.com

NPS Rating Scale

With the introduction of the Net Promoter Score (NPS) survey we thought it would be useful to provide some insight into the NPS tool, which is widely used to gauge **customer loyalty and satisfaction**.

A single question asks the customer to rate their likelihood of recommending a company on a scale between 0 and 10 (least likely to extremely likely). The responses are then classified as follows:

- Detractors Rating 0–6
- Passives Rating 7–8
- Promoters Rating 9–10

Each classification is then calculated as a percentage of total respondents, and the % Detractors is subtracted from % Promoters to obtain the overall NPS. A score between –100 and +100 is possible and the higher the better! A higher score indicates a better relationship between the company and the customer. The survey also gains further insight by asking an open-ended question for general feedback.

Contact Us

Email: enquiries@global-proficiency.com

Website: www.global-proficiency.com

NZ & International

10 Bisley Road, Enderley, Hamilton 3214, New Zealand

Phone: +64 7 850 4483

Australia

2/25 Mareno Road, Tullamarine, VIC 3043, Australia

Phone: +61 3 9089 1151